

FALL 2022

# together.

A quarterly update from New Directions  
to healthcare professionals and facilities.



NEW DIRECTIONS®  
TOGETHER IS THE WAY FORWARD

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## TOGETHER.

On behalf of New Directions, we appreciate your hard work and dedication to helping individuals and families overcome challenges and live life to the fullest. In order to support you in these efforts, we created the “Together” newsletter.

Our goal is to provide you with timely, relevant and engaging information that will assist you in providing the highest quality of care to the members we serve.



**Pamela Pumphery-Smiley**  
Senior Director, Provider Relations

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## New Directions to use LOCUS/ CALOCUS and ASAM starting 1/1/2023

Beginning January 1, 2023, New Directions Behavioral Health (New Directions) will begin using LOCUS/CALOCUS and ASAM Criteria for its medical necessity reviews. These criteria sets will replace New Directions' current Medical Necessity Criteria. New Directions' proprietary medical policies remain applicable to specific outpatient services, as indicated below.

New Directions will use the following criteria to perform medical necessity reviews for services provided on or after January 1, 2023:

- Level of Care Utilization System (LOCUS©) will be used to evaluate mental health treatment requests for adults age 18+
- Child and Adolescent Level of Care Utilization System (CALOCUS©) will be used to evaluate mental health treatment requests for children and adolescents
- ASAM Criteria will be used to evaluate substance use disorder service and treatment requests
- New Directions medical policies will apply to the following treatments and services, as appropriate:
- Applied Behavior Analysis for the treatment of Autism Spectrum Disorder
  - Applied Behavior Analysis for the Treatment of Autism Spectrum Disorder (ABA for ASD)
  - Applied Behavior Analysis for the Treatment of Down Syndrome (ABA for DS)
  - Transcranial Magnetic Stimulation (TMS)
  - Electroconvulsive Therapy (ECT)
  - Psychological/Neuropsychological Testing
  - 23-Hour Observation

LOCUS was developed by the American Association of Community Psychiatrists (AACCP), while CALOCUS was developed by AACCP in collaboration with the American Association of Child and Adolescent Psychiatry (AACAP). Both are maintained by Deerfield Solutions, LLC. The ASAM Criteria was developed by the American Society of Addiction Medicine.

Access to LOCUS/CALOCUS and an Introduction to the ASAM information will be available to Providers on the New Directions website ([www.ndbh.com](http://www.ndbh.com)) no later than October 15, 2022.

We recognize that you may have questions about this transition, so we are providing additional information below. If after reviewing it you continue to have questions, please contact us at [providerrelations@ndbh.com](mailto:providerrelations@ndbh.com) and use the Subject Heading “MNC Question.”

## Information Sheet

### 1. When will NDBH begin using different medical necessity criteria?

NDBH will begin using ASAM and LOCUS/CALOCUS on Jan. 1, 2023. The new criteria will be applied to services to be provided on or after Jan. 1, 2023. NDBH will use our current MNC to review services performed prior to Jan. 1, 2023, including appeals for services provided prior to Jan. 1, 2023.

### 2. Will the authorization process change?

The process itself will not change, but NDBH will be utilizing and referencing the new criteria as we make benefit determinations.

### 3. Can I continue to use WebPass?

Yes. WebPass will continue to be the preferred method for submitting authorization requests. Access WebPass by going to <https://webpass.ndbh.com/>.

### 4. What medical necessity criteria will NDBH use beginning Jan. 1, 2023?

Effective Jan. 1, 2023, NDBH will use the following criteria:

- Level of Care Utilization System (LOCUS<sup>®</sup>) will be used to evaluate adult mental health levels of care
- Child and Adolescent Level of Care Utilization System (CALOCUS<sup>®</sup>) will be used to evaluate treatments and services pertaining to child and adolescent mental health
- ASAM Criteria will be used to evaluate substance use disorder service and treatment requests
- New Directions medical policies apply to the following specific services, as appropriate:

- Applied Behavior Analysis for the treatment of Autism Spectrum Disorder
  - FEP and non-FEP versions
- Applied Behavior Analysis for the treatment of Down Syndrome
- Transcranial Magnetic Stimulation (TMS)
- Electroconvulsive Therapy (ECT)
- Psychological/Neuropsychological Testing

**5. What if I disagree with the application of the criteria?**

Even though new criteria will be used to review the medical necessity of a requested service, the peer review/ reconsideration and appeal processes will remain the same. Members and providers will continue to have the right to challenge benefit determinations, as described in the New Directions Provider and Facility Manual.

**6. What criteria will NDBH use to evaluate continued stay authorization for inpatient services to be provided in 2023 if the member was admitted in 2022?**

The services that were provided in 2022 will be evaluated for medical necessity using New Directions' 2022 Medical Necessity Criteria. NDBH will utilize ASAM and LOCUS/ CALOCUS criteria to evaluate medical necessity for continued stay authorization requests for services that continue into 2023.

**7. What criteria will NDBH use if I request authorization in 2022 for an admission that will begin in 2023?**

NDBH will utilize ASAM and LOCUS/CALOCUS criteria to evaluate medical necessity when the authorization request is submitted in 2022 for admission dates of service on or after January 1, 2023.

**8. What criteria will NDBH use if I request retrospective authorization in 2023 for services that were provided in 2022?**

If services were provided in 2022 without an authorization, and an authorization is submitted for those services in 2023, NDBH will use the 2022 Medical Necessity Criteria to review the medical necessity of the services performed in 2022.

## Compliance HelpLine

New Directions maintains a confidential Compliance HelpLine for anonymous reporting of suspected noncompliance, fraud, waste, abuse, or ethical concerns.

The HelpLine can be reached by calling 1-855-580- 4871, emailing [compliance@ndbh.com](mailto:compliance@ndbh.com), or sending a letter to Ethics and Compliance, PO Box 6729, Leawood, KS 66206.

All HelpLine reports are investigated, and the identity of reporters is protected to the furthest extent possible. New Directions prohibits retaliation against individuals who make a report in good faith.

For providers and their staff who would like a refresher on how to identify fraud, waste, abuse, and other compliance concerns, the HHS Office of Inspector General provides several complimentary training and presentation materials on their website:

[www.oig.hhs.gov/compliance/provider-compliance-training](http://www.oig.hhs.gov/compliance/provider-compliance-training)

## You can check the status of your submitted application

- Log into [www.ndbh.com](http://www.ndbh.com)
- Select/click “**For Providers**” tab.
- Select/click from the drop down arrow “**Choose your health plan**”.
- Select/click “**Profile Updates**”
- Select/click your Provider type “**individual, group or facility profile**”.
- Follow prompts to enter your Provider information to log into your account, select/click submit or Next button.

### Example

#### New Directions Behavioral Health

Please enter the information below so that we can look up your profile and allow you to make updates to your information in our system, or request to join our network.

##### Individual Provider Information

SSN (Last 4 digits) \*

Individual NPI \*

Submit

##### [Contact Information](#)

- From the Landing page scroll down to view “**Provider Network Status**” to see where you are in the Application Process.
- The Provider Network Status Definitions are also listed on the Landing page as a helpful tool.
- When finished close/log out of your account.